

April 26, 2018

Reference: MB Docket No. 18-91

I wish to express my recent experience with Spectrum service in Yuma, Arizona. We specifically returned from a trip early to watch the Super Bowl at home. Much to our surprise, Spectrum was running a continuous notice on the channel advising that they have a disagreement with the network channel provider. I have a service agreement with Spectrum, I do not with the network channel provider. If we were given SOME advance notice, we could have made alternate arrangements to watch the Super Bowl.

We subsequently purchased an antenna after a couple of weeks to receive the local channels that Spectrum no longer broadcast to our cable TV service. We have been a subscriber with the cable company for the last 35 years, under various cable ownership companies. We did not have an antenna, the connecting cable, or the wiring within the house for this connection. This was an additional cost we did not anticipate to receive the channels that are included within our desired cable package. We have relied the last 35 years for the cable company to provide the channels they were compensated to provide. This was the agreement for services rendered. Note, several stores did not have an antenna due to the city-wide demand to obtain the local channels Spectrum deleted from their service.

I then received a price increase of \$10/month from Spectrum. I immediately called Spectrum and talked to a service representative. I relayed that I am getting charged an increase for less service. The service agreed with this assessment, but did not offer any relief.

This could only occur in a service area where Spectrum knows residents have no other cable competition. They can cut off channels without notice, and then immediately increase the cost for this reduced service.

I failed to receive timely notice that the channels were no longer available, bought a new antenna and wiring that eventually will be discarded once service is restored, and in the interim had my monthly service increase, for reduced service.

There must be federal oversight to regulate companies from this type of practice.

Sincerely

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